



HAMPSTEAD GOLF CLUB

## ANTI-HARASSMENT AND BULLYING POLICY

The Club is committed to creating a working environment that is free from any harassment and bullying.

This policy covers actions and behaviour which occur both in and outside of the Club, namely bullying and harassment carried out by either staff, members or third parties such as customers or visitors to our premises. The club will take all allegations made under this policy seriously and will ensure that all issues are dealt with sensitively and promptly. Harassment or bullying by an employee or a member will be treated as misconduct under our Disciplinary Procedure. In some cases it may amount to gross misconduct leading to summary dismissal or termination of membership.

### WHAT IS HARASSMENT?

For the purposes of this policy, harassment is defined by the Equality Act 2010 as any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. This unwanted conduct is related to a protected characteristic, which includes sex, gender reassignment, race or ethnic origins, disability, sexual orientation, religion or belief, or age. It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.

Harassment may include, for example:

- a. physical contact – such conduct can vary greatly from unwanted touching to more serious forms of physical or sexual assault;
- b. unwelcome sexual advances;
- c. inappropriate questioning regarding an individual personal life;
- d. unwelcome and insensitive jokes;
- e. sending or displaying material that some people may find offensive;
- f. mocking, mimicking a person;
- g. outing or threatening to out someone;
- h. ignoring or shunning someone.

A person may be harassed even if they were not the intended recipient of the behaviour.

This policy courtesy of - National Golf Club's Advisory Association (NGCAA)

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## WHAT IS BULLYING?

For the purposes of this policy, bullying is defined as offensive, intimidating, malicious or insulting behaviour; a misuse of power which is intended to undermine, humiliate or injure the recipient. Bullying can take the form of physical, verbal and non-verbal conduct.

Bullying may include, by way of example:

- a. demeaning comments about a person;
- b. shouting at, being sarcastic towards, ridiculing or demeaning others;
- c. physical threats;
- d. threatening someone's job security for no good reason;
- e. unnecessary management;
- f. abuse of authority;
- g. deliberately excluding someone without good reason.

## HOW TO COMPLAIN ABOUT INSTANCES OF BULLYING OR HARASSMENT

Staff or members should highlight any incidents of bullying or harassment of which they become aware to a member of the Management Committee.

Some people may not wish to raise a formal complaint regarding bullying or harassment straight away. In these circumstances, you are encouraged to raise any problems informally with the person responsible, if you feel able to do so. If this is too difficult, you should speak to a member of the Management Committee who can provide advice and assistance with resolving any issues.

If you feel the complaint is sufficiently serious to warrant a formal approach in the first instance, the following process should be followed:

- a. The complaint should be submitted in writing to the Chair of the Management Committee. The letter should provide as much detail about the complaint as possible including the names of those involved, dates and any potential witnesses. It would also be helpful if you identify how you feel the issue could be resolved.
- b. Once a complaint has been received, the Management Committee shall arrange for an appropriate person to investigate the complaint under our Disciplinary Process within a reasonable time-frame. The investigation will be thorough, impartial and objective, and carried out with sensitivity, confidentiality and due respect for the rights of all parties concerned.
- c. Once the initial investigation has been completed, you will usually be invited to attend a meeting. You have the right to be accompanied by a colleague or friend of your choice, who must respect the confidentiality of the investigation. The investigator will also arrange further meetings with you as appropriate throughout the investigation.



- d. During the meeting you will be given the opportunity to provide further information about your complaint. Where appropriate, you will also be asked to comment upon the initial findings of the investigation.
- e. Where your complaint is about an employee, the Club may consider suspending them on full pay or making other temporary changes to working arrangements pending the outcome of the investigation.
- f. A meeting will also take place with the alleged perpetrator of the bullying or harassment, who may also be accompanied by a colleague or friend of their choice to hear their account of events. They have a right to be told the details of the allegations against them, so that they can respond fully.
- g. Where your complaint is about someone outside of the Club, the Club shall consider whether it is appropriate to put into place any changes or action pending the outcome of the investigation. The reasonable needs of the Club will be taken into account when considering this issue.
- h. It may be necessary to interview witnesses to any of the incidents mentioned in your complaint. If so, the importance of confidentiality will be emphasised to them.
- i. At the end of the investigation process a further meeting shall be arranged with the complainant to discuss the outcome on the investigation and any appropriate action that is to be taken. This information shall also be confirmed within a letter.
- j. The outcome letter will explain that the complainant has a right to appeal the outcome of the process. Such an appeal should be submitted within five working days of the outcome being communicated.
- k. An appeal process shall then be launched, the outcome of which shall be final. The appeal process will be dealt with by someone who has not previously been involved with the matter.

## SANCTIONS

If it is concluded that harassment or bullying has occurred, prompt action will be taken to address it. Where the harasser or bully is an employee or member the matter will be dealt with as a case of possible misconduct or gross misconduct under our Disciplinary Procedure. Where the harasser or bully is a third party, other appropriate action may be taken. This will vary from case to case, however, it may include changing suppliers, complaining to third party employers.

Whether or not your complaint is upheld, we will consider how best to manage the on-going working relationship between you and the alleged harasser or bully. It may be appropriate to arrange some form of mediation and/or counselling, or to change the duties, working location or reporting lines of one or both parties.

Any employee or member who deliberately provides false information or otherwise acts in bad faith as part of an investigation may be subject to action under our Disciplinary Procedure.



## **VICTIMISATION**

Staff or members who make complaints or who participate in good faith in any investigation conducted under this policy must not suffer any form of retaliation or victimisation as a result.

## **CONFIDENTIALITY AND DATA PROTECTION**

Confidentiality is an important part of the procedures provided under this policy. Breach of confidentiality may give rise to disciplinary action under our Disciplinary Procedure.